



## MINUTES OF THE WASHOE COUNTY HUMAN SERVICES AGENCY SENIOR ADVISORY BOARD MEETING

August 2, 2023  
Washoe County Senior Center, Reno, Nevada 89512  
Game Room  
&  
Zoom Webinar

<https://zoom.us/j/92347908306?pwd=K2k5UGdYSEVXVGNuRGFPZ3pub2kwQT09>

### 1. Call To Order [Non-Action Item]

Meeting was called to order at 3:00 p.m. by Chair- Hawah Ahmad.

### 2. Roll Call [Non-Action Item]

Hawah Ahmad asked for the roll call; Ryan Crane took the roll. There was a quorum present via in person and through Zoom meeting.

### WASHOE COUNTY SENIOR SERVICES ADVISORY BOARD MEMBERS:

#### PRESENT

Martha Lavin  
Mavis Kay Bonzer  
Thuy Tran  
Denise Myer  
Charles Mark Neumann

Casey Reed  
Jane Baudelaire  
Hawah Ahmad  
Sue Meuschke

#### ABSENT (EXCUSED\*)

\*Pamela Roberts  
\*Mary Ann McCauley

### WASHOE COUNTY STAFF PRESENT

Ryan Gustafson  
Cara Paoli  
Abby Willrich  
Trent Ross (DA)  
Ryan Crane

### ADVISOR PRESENT

Dr. Larry Weiss  
Connie McMullen

### ADVISOR (ABSENT)

Victoria Edmondson

### 3. Public Comment [Non-Action Item]

Molly Rose Lewis with Senator Jacky Rosen's Office thanked the board for allowing Senator Rosen to speak at the previous meeting and to let her know if there is anything Senator Rosen can do to help at a federal level. Heidi Jackson, President-elect, with Assistance League Reno/Sparks spoke regarding the thrift store that serves veterans, seniors, and students. She is there to find services that help seniors. Anne Marie Melcher extended her welcome from Assistance League Reno/Sparks and wanted to

know how we are helping and how they can help coordinating more assistance to the seniors. Therese Duggan, VP of Membership, discussed the start of Assistance League. Thrift store makes around \$74,000 monthly and has approximately 376 members. They are currently information gathering to see how they can help more. Thrift Store is at 1701 Vassar, near the Post Office and would like to do more.

#### **4. Member Announcements [Non-Action Item]**

Thuy Tran discussed an annual yard sale on September 9<sup>th</sup> and proceeds will go to the Center for Healthy Aging and is happy to sell any donations at the yard sale; yard sale begins at 8am. Connie McMullen discussed Senior Fest, September 5, 9am-2pm, which will include food tastings and the high-dose flu and COVID vaccine. Hawah asked Connie to hand out contact information for anyone interested in participating.

#### **5. Approval of the Agenda for the Advisory Board Meeting on July 5, 2023 [For Possible Action]**

Hawah apologized for not being present at the last meeting but acknowledged that Pamela Roberts did a great job in Hawah's place. Hawah discussed the minutes being given earlier than in previous meetings; the minutes will be included with the agenda. Hawah noted that the minutes are proposed until adopted by the board and there will be an open meeting law training to clarify processes. Kay Bonzer on agenda item 3, it was written that Mr. Clark was present at the senior center on a Saturday, but the senior center is not open on Saturday. Hawah suggested that it is changed to "observed the senior center" and remove the day. Mark Neumann asked if the senior center was open as a cooling center on those day and Ryan Crane responded that the center was not used as a cooling center on the days Mr. Clark observed. Hawah noted it says "12-5" and inquired about clarification and inquired about the comma. Ryan Crane stated that it was a typo and would be corrected. Hawah requested a motion to accept the minutes with changes. Minutes approved with changes.

#### **6. Update and report on new Washoe County Public Comment Platforms: "Speak Up" and "EComment" [Non-Action Item] – Erick Willrich, Assistant to County Manager**

Erick Willrich, Assistant to the County Manager, presented the new public comment platform via Zoom. Mr. Willrich stated they are trying to let boards know about the new platform. SpeakUp is the new portal designed to enhance community engagement. eComment and Register to Speak are two aspects of the SpeakUP platform. eComment allows people to share, in a written format, to voice their opinion on public comment items on the Board of County Commission agenda items. Benefits are real time comments to Board of County Commission items and it is very similar to social media platforms. If a member of the public is afraid to speak in person or unable to make the meeting, it gives those people an outlet to be able to speak. Register to Speak will place the comment in a public queue. A person's position on the item can be displayed, as well as translation. There is a sign up page at <https://washoe-nv.granicusideas.com> and is a requirement to register to be able to speak; it is very similar to speaking in public. Mr. Willrich demonstrated how to sign in and review the agenda, as well as where to comment. Comments are limit to 2,500 characters, which is equivalent to a 3-minute time. Comments will be posted with the agenda, but others cannot comment on a person's comment. Mr. Willrich went over Register to Speak, this is not anonymous and is the equivalent to speaking at the meeting. The portal will show name and position on the agenda item. Mr. Willrich outlined the outreach efforts for the new platform. The platform

was introduced on July 18<sup>th</sup> and outreach has been conducted with the CABs and Senior Advisory Boards. Mr. Willrich offered to follow up with any questions. Mark Neumann asked if these comments will be read at Board of County Commission meetings, while Hawah asked the cut-off time. The cut-off time is 4pm the day prior and the comments are viewable in real time, but not read into the meeting. Hawah asked if there was a “guest” option for people not comfortable with technology. Mr. Willrich said there is no guest option, but they can use their cell phone and computers at the senior center. Hawah asked if there would be a bookmarked page on County computers, so people are able to access it. Mr. Willrich stated that he would speak with the library regarding adding it to the bookmarks. Hawah followed up with a question regarding the directions and if the instructions to using this platform will be available to the public. Mr. Willrich stated the instructions will be online. Hawah asked that Ryan Crane send the presentation to the board. Sue Meuschke asked if it is possible to continue making public comments the previous way and Mr. Willrich acknowledged that the previous method of making comments is still available; however, the comments will not be viewable in real-time. Hawah asked if this was the same platform as the City of Sparks and Mr. Willrich stated it is similar. Molly Rose Lewis asked if the public will need to sign up prior to the meeting to speak at the meeting. Mr. Willrich clarified the question and stated that a person does not need to register before the meeting, but it is helpful to register prior.

**7. Update and report on Washoe County Senior Services Leadership, Homemaker Program, Nutrition Program, and ARPA Funds [Non-Action Item] – Cara Paoli, Human Services Division Director**

Cara Paoli, Division Director Adult and Senior Services, stated nutrition numbers for Home Delivered Meals (HDM) were 1,035 clients, 25,533 meals served, and Congregate meals were 1,030 clients and 9,757 meals served; there were 324 to-go meals across 36 clients. Homemaker program is serving 168 individuals with 327 on the wait list because it continues to grow, but staff is being hired soon. Rep Payee program has 44 clients with 36 on the wait list that will start services when everything is arranged through social security and rep payee services. There are \$100,000 in ARPA funds, specifically for seniors. Ms. Paoli continued that WCHSA Senior Services is working with Commissioner Clark on what seniors would like to see the funds used towards. Ms. Paoli asked for ideas on what would benefit the seniors. There have been meetings to identify what is feasible, as well as price estimates. Ms. Paoli acknowledged the funds can be used after August and encourages ideas on how to utilize the funds. Ms. Paoli announced the Westbrook meal site opened in July with a very successful grand opening; 24 meals were served. For August 1<sup>st</sup>, there were 16 clients signed up to receive meals. Ms. Paoli announced the resignation of Director Amber Howell and introduced Ryan Gustafson as the acting Director and a Division Director over Children’s Services. Hawah asked about the upcoming construction at the senior center and a date for start. Cara Paoli discussed that it is still in the planning stage, including costs for the kitchen remodel. Ms. Paoli stated there can be a temporary kitchen on site, but part of the complication is due to a master plan remodel for the next 15-20 years. Ms. Paoli stated WCHSA is getting closer to a start date. Hawah stated the NOTE-Ables have a temporary kitchen. Ms. Ahmad asked for a rundown on the homemaker program. Abby Willrich discussed the homemaker program where it is a program with light housekeeping so seniors can age in place. The program focuses on the living space, bathroom, personal room, and kitchen. The wait list had been low, but the State discontinued their program and the WCHSA waitlist increased. Ms. Willrich stated 60 referrals came in last month,

but 30 are on the waitlist and it is a very high demand for the service. Case management is included with the homemaker program and in place until a client moves onto a higher level of care. Mark Neumann asked how the new hires and new manager will impact the waitlist. Ms. Willrich stated the goal is to have 60 clients on the caseload with additional workers. Ms. Willrich outlined how to make a referral for senior services by calling 775-328-2575 or online. Ms. Ahmad asked if there would be the ability to match funds. Ms. Paoli explained that it was not an option that was investigated. Ms. Paoli stated she would be able to get dates for when funds needed to be utilized. Ms. Ahmad requested Ryan Crane send a zoom link to Commissioner Clark.

**8. Update on Sparks Senior Citizen Advisory Committee regarding their current activities [Non-Action Item] – Donald Abbott**

Donald Abbott stated next meeting is August 23<sup>rd</sup> at 9am. The SCAC is working on an ambassador program. They are trying to get local businesses and committees involved to get engagement with new and old businesses. Mr. Abbott discussed they are investigating conducting a senior health fair at the senior center, including guest speakers. Mr. Abbott invited the Reno and WCHSA senior advisory boards to have a joint meeting. Hawah Ahmad requested a flyer for the health fair. Ms. Ahmad wanted to discuss the age friendly groups with the DA. Trenton Ross stated they can discuss via email.

**9. Update on Reno Senior Citizen Advisory Committee regarding their current activities [Non-Action Item] – Paco Lachoy**

No representative available from Reno Senior Citizen Advisory Committee to provide updates.

**10. Report, discussion, and possible recommendation to the Human Services Agency staff regarding Age Friendly survey distribution and update on surveys collected. Board Members will discuss status of Age Friendly in Washoe County. Report, discussion, and possible recommendation to the Human Services Agency and if further distribution of the survey and if any further changes are necessary and make recommendations, if necessary. [For Possible Action]**

Attachment: [05-03-23 Age Friendly SENIOR SERVICES SURVEY.pdf \(washoecounty.gov\)](#)

Hawah Ahmad discussed this agenda item is to discuss the survey that has been out for a period, approximately 3 months. Ms. Ahmad asked how many surveys we have received. Ryan Crane stated the front desk collected 253 and previously understood there were 121 online surveys for a total of 374. Mr. Crane acknowledged surveys went to the senior center sites after 500 additional surveys were printed. Ms. Hawah wanted to confirm the surveys were being taken to CAB meetings. Mark Neumann stated he takes them and has people complete the survey while he is at the CAB meetings and provided flower seeds to the people completing the survey. Mr. Neumann suggests waiting until after Senior Fest to count the total. Ms. Ahmad suggested using the Sparks October event to distribute them and use both events as a big push. Mr. Crane read an online comment that requested clarification for the Age Friendly survey and having meals on wheels information on the survey. Ms. Ahmad stated there is no meals on wheels section on the survey and asked if the surveys went out with the meals on wheels program. Abby Willrich stated it was discussed but would need to follow up regarding the surveys going out with meals on wheels. Mr. Neumann stated last month there were none available to send out and Ms. Willrich stated she would work with Mr. Crane to get

more printed and sent out. Ms. Ahmad asked if there were some available and discussed the possibility of taking them to business owners. Mr. Crane contacted the front desk to verify survey availability. Ms. Ahmad acknowledged there would be an email sent out with all attachments. Ms. Ahmad reminded the group that the survey is 55 and over and requested age demographics to verify the results are not skewed one way or another. Mr. Neumann asked for clarification when Senior Fest was and asked that it went out as a reminder. Sue Meuschke asked about the Spark fair. Donald Abbott stated it was just an idea for October and there is no date or plan. Ms. Meuschke asked if the survey would be closed at the end of October. Ms. Ahmad stated the survey was only intended for 400 people, but there are 100,000 people in that demographic. Ms. Ahmad wants to look at the results and demographics before deciding when to close the survey. Ms. Ahmad suggested the survey remain open until January and verify if they are at the library and at the GIDs. Ms. Ahmad stated that board members can deliver to the libraries and GIDs and acknowledged that we do not know if they are completed surveys. Mr. Crane acknowledged that it is unknown how complete the surveys are. Ms. Ahmad requested more to be printed for Senior Fest and the Sparks Senior Center. Mr. Abbott stated that it is unknown if any of the surveys are at Sparks City Hall. Mavis Kay Bonzer stated she took surveys to Neil Road and Evelyn Mount. Ms. Bonzer stated she called three weeks after delivering surveys and no one had any filled out. Ms. Ahmad asked how long it would take to print the surveys. Mr. Crane acknowledged 500 should take a day, but it can take longer. Ms. Ahmad asked how many surveys were printed and Mr. Crane replied approximately 1,000 to 2,000 have been printed and distributed. Mr. Crane stated people take the surveys and throw them away or don't return them. Marsy Kupfersmith asked if OLLI has been contacted to distribute the surveys with all the members they have. Mr. Crane asked for Marsy to connect himself with OLLI for distribution. (Unintelligible audio). Ms. Meuschke asked if OLLI could put it in the newsletter. Ms. Ahmad asked virtual participant, Casper, to send information to Mr. Crane for distribution. Ms. Ahmad asked if a cover letter could be distributed to businesses that will have the surveys at their location. Ms. Ahmad asked for a motion. Ms. Meuschke stated that people might need to know that they will be collected. Thuy Tran stated they assisted people with surveys and asked if they could continue that procedure for other events. Ms. Ahmad stated we need to have a timeline of events and commitment. Ms. Ahmad continued that everyone is an individual and not acting on part of the board at these events to avoid a quorum. Mr. Neumann discussed the new SB bill regarding all of the members being presented at a function, but not having a meeting. Ms. Ahmad asked Trenton Ross regarding the changes to Nevada Revised Statutes and adding it to the open meeting law training. Mr. Ross stated board members can attend functions together under the revised bill, as long as it is not a meeting. Mr. Neumann voted in favor of drafting a cover letter and Thuy Tran seconded. Motion passed.

#### **11. Discussion and possible recommendations for Senior Services Master Plan [For Possible Action]**

Attachments: [05-03-23 2014 Master Plan for Aging Services.pdf \(washoecounty.gov\)](https://www.washoecounty.gov)

Hawah Ahmad discussed this has been on the agenda for three months and there was a presentation in June. Ms. Ahmad acknowledged this was abstained to be discussed for senior fest. (Unintelligible audio). Ms. Ahmad stated there cannot be a sub-committee without following open meeting law. It can be discussed at a meeting. Sue Meuschke stated there was a requested annotated plan and whether the goals has been met. Ms. Meuschke stated that the conversation could be started by looking over the master plan to identify the goals met and goals needing to be met. Ms. Meuschke is interested in

end-of-life planning initiatives. Ms. Meuschke stated she cannot make recommendations without knowing what has been done or is in the works. Ms. Meuschke questioned if the master plan was approved by the Board of County Commissioners. Ms. Ahmad stated it is unknown. (Unintelligible audio). Ms. Ahmad stated the next meeting is September 6, after Senior Fest, and asked if Conie and Larry would be comfortable to work with Abby Willrich to identify what is needed to be updated. Connie McMullen stated she would be able to perform this function but needs more time due to Senior Fest. Ms. McMullen states she gets billed for all the table events. Ms. Ahmad offered to move the master plan discussion to October's Senior Advisory Board meeting. Dr. Larry Weiss stated that staff could go through the master plan to identify what has been completed, but people need to know what has been completed. Ms. Ahmad questioned if it was possible and Ms. Paoli stated that Abby Willrich was planning on discussing the master plan at the September meeting.

**12. Report and update on Citizen Advisory Boards (CABs) meetings attended by board members [Non-Action Item]**

Mac Rossi, member of the Verdi CAB, reported there was a presentation by the County for emergency evacuations. Mr. Rossi provided the plan that was distributed at the meeting. Mark Neumann stated there was the Spanish Spring CAB, not the North Valleys Cab, and the Sun Valley CAB would be meeting the upcoming Saturday at Hobeys Casino in the banquet room. Denise Myer attended Ward 3 advisory board, not a lot to report, but did attend. Warm Spring CAB and District 2 CAB meetings had nothing to reports.

**13. Update, discussion, and possible vote to recommend the Human Services Agency Director approve a new information flyer for Friendly Visitor Call Program to seniors in Washoe County. [For Possible Action]**

Attachments: [Friendly Caller Flyer \(06-2023\).pdf \(washoecounty.gov\)](#)

Hawah Ahmad discussed the friendly caller program with Ryan Gustafson. Ms. Ahmad discussed there needed to be a new volunteer list. Ryan Gustafson requested how many people need to volunteer for coverage on the friendly caller program. Ms. Ahmad stated it was only when volunteers had the time and when there is a rapport, then the calls could be several times a week. It is flexible, but there should be a cut-off time. Mr. Gustafson asked if there was a call back person and there was a rapport list, should the same caller contact the person they have built a rapport with? Ms. Ahmad discussed it would be ideal to continue for callers to work with callers that have a rapport already built. Dr. Larry Weiss stated he has been doing this program for 2+ years and phones weekly with people that he has built a rapport with. Ms. Gustafson likes the idea that volunteers can commit to a set number of people. Ms. Ahmad requested Dr. Larry Weiss and Donna Clontz conduct a presentation for this program. Ms. Ahmad stated we can table the discussion of the flyer approval, but Mr. Gustafson stated it did not need to be tabled. Flyer was approved unanimously. Ms. Ahmad requested Ryan Crane contact Dr. Larry Weiss and Donna Clontz about presenting the friendly caller program at the September meeting.

**14. Advisory Board Members' announcements, reports, and updates to include requests for information or topics for future agendas [Non-Action Item]. (No discussion among Advisory Board Members will take place on this item.)**

Hawah Ahmad stated there will be a presentation for the Master Plan from Abby Willrich and a presentation on the Friendly Visitor calls, as well as asked if there should be an

agenda item to update Senior Fest. Mark Neumann voted to have an agenda item regarding Senior Fest. Ms. Ahmad asked the board if there was anyone the board recommends speaking at the next board meeting. Mark Neumann discussed a previous presenter from Carson City to finish their previous discussion. Thuy Tran contacted the speaker, and the speaker felt their presentation was complete in a previous meeting and left flyers at a previous meeting. Ms. Tran stated it is a great organization and they meet on the first Wednesday of the month at the Carson City Senior Center. Ms. Ahmad referenced the new board member appointments at the Board of County Commission and asked when DDA Trenton Ross could conduct the open meeting law training in September or October. Ms. Ross stated it would be better to conduct the training October. Sue Meuschke suggested that it would be great to have an orientation of the WCHSA SAB and how it interacts with the staff and the services offered. Ms. Ahmad discussed to place it on the agenda for September. Mavis Kay Bonzer stated that August 21<sup>st</sup> was National Senior Day and asked what time the breakfast at the Senior Center would be. Cara Paoli discussed the breakfast and the Sparks Senior Center doing Root Beer floats. Ms. Ahmad asked Ryan Crane hold off sending individual emails with documents and compile them into one email. Ryan Crane acknowledged.

**15. Public comment [Non-Action Item] –**

Alice Calvert with Assistance League Reno/Sparks stated they cannot trade seed packets for surveys but could give out the surveys with the monthly two bags of food at the senior center. (Unintelligible audio)

**16. Adjournment [Non-Action Item]**

Meeting adjourned at 4:30pm.